



National Voter Registration Act

Office of Aging and Adult
Services Operational Manual

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Office of Aging and Adult Services

National Voter Registration Act Operational Policy

I. Purpose

The purpose of the Office of Aging and Adult Services policy regarding the National Voter Registration Act (NVRA) is to instruct agencies involved in the delivery of OAAS services of their requirements for adherence to the NVRA. Additional agency-specific instructions are noted in the respective appendices.

II. Background

Congress enacted the National Voter Registration Act of 1993 (also known as the “NVRA” and the “Motor Voter Act”), to enhance voting opportunities for every American. The Act has made it easier for all Americans to register to vote and to maintain their registration.

The Election Assistance Commission has been given responsibility to provide States with guidance on the Act, to develop a national mail voter registration form, and to compile reports on the effectiveness of the Act.

III. Provisions of the NVRA

In addition to whatever other methods of voter registration which States offer, the Act requires states to provide the opportunity to apply to register to vote for federal elections by three means:

A. Section 5 of the Act

States must provide individuals with the opportunity to register to vote at the same time that they apply for a driver’s license or seek to renew a driver’s license, and must forward the completed application to the appropriate state or local election official.

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B. Section 6 of the Act

Citizens can register to vote by mail using mail-in-forms developed by each state and the Election Assistance Commission.

C. Section 7 of the Act

States are required to offer voter registration opportunities at all offices that provide public assistance and at all offices that provide state-funded programs primarily engaged in providing services to persons with disabilities. Each applicant for any of these services, recertification or renewal of services, or address changes must be provided with a mail voter registration form and a declaration form. Assistance must be provided in completing the voter registration application forms, and the completed application must be accepted and transmitted to the appropriate state or local election official.¹

IV. Louisiana Adoption of the NVRA

The Louisiana legislature passed Louisiana Revised Statute 18:116 (and other statutes) to comply with the requirements of the NVRA.²

V. Applicability

Section 7 of the NVRA applies to all services offered through the Office of Aging and Adult Services (OAAS), and mandates OAAS' compliance with its stipulations.

¹The United States Department of Justice; "About the Voter Registration Act;" 28 May 2014
http://www.justice.gov/crt/about/vot/nvra/activ_nvra.php#1993

² Laws.com; "Louisiana Statutes and Codes, RS 18:116 Voter Registration Agencies;" 28 May 2014
<http://statutes.laws.com/louisiana/rs/title18/rs18-116>

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VI. Implementation

Each state must designate “voter registration agencies.” These include all state offices which provide public assistance and services to persons with disabilities and who utilize State funds for these services. These designated “voter registration agencies” must perform voter registration activities.

The Office of Aging and Adult Services (OAAS) has been designated as a voter registration agency and, thus, must comply with the requirements of the NVRA by offering voter registration.

A. Actions Required by OAAS to Comply with NVRA Mandates

In order for OAAS to be compliant with the NVRA, OAAS shall perform the following actions:

1. Distribute the Voter Registration Declaration (VRD) form.

This may not be done by sending a web link to an applicant. The form itself must be provided.

Copies of the VRD may be downloaded from [this OAAS web site](#).

2. Distribute the Mail Voter Registration Application Form (MVRA).

This may not be done by sending a web link to an applicant. The form itself must be provided.

Copies of the MVRA may be ordered from the Secretary of State or by [clicking here](#).

3. Maintain blank VRD and MVRA forms in all OAAS field office and contracted agencies.

4. Provide assistance to applicants in completing voter registration forms.

- i. Each applicant who does not decline to register to vote shall be offered assistance with completion of the mail voter registration application (MVRA) form.

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- ii. The applicant may refuse such assistance.
- iii. When given, this assistance shall be at the same degree as is provided with regard to completion of OAAS' own forms.

a. Guidelines for conversations with participants

Conversations with participants should be handled with sensitivity. The following guidelines must be heeded when an agency offers a person the opportunity to register to vote.

The agency **must NOT**:

- 1. Try to influence a person's political preference or party registration
- 2. Display any political preference or party allegiance
- 3. Make any statement or take any action which would:
 - a. discourage the participant from registering to vote
 - b. lead the participant to believe that a decision to register or not register to vote would have any bearing on the availability of services or benefits from the agency

5. Protect Confidential Information.

The reporting entity must protect the following confidential information submitted by the participant:

- i. Information about declining to register to vote
- ii. Information about the specific location where a participant applies to register to vote
- iii. Participant's Social Security number
- iv. Participant's driver's license number
- v. Participant's day and month of date of birth
- vi. Participant's mother's maiden name
- vii. Email addresses
- viii. The fact that an applicant is entitled to assistance in voting

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6. Document an applicant's refusal to sign the Voter Registration Declaration (VRD) form.

If the applicant refuses to sign the VRD form, a note must be added to the "comments/remarks" section of the VRD form indicating the applicant's refusal to sign the form.

7. Accept the completed mail voter registration application (MVRA) forms.

Circle "SS (Disability)" on page 1 of the completed mail voter registration (MVRA) forms and sign on the "Received by" line.

8. Transmit such forms to the appropriate designee or registrar of voters within the time periods outlined in the Appendices to this manual.**9. Retain documentation as specified for the individual reporting entity.****10. Complete mandatory reporting at specified intervals.****B. All NVRA Triggering Events**

The NVRA designates that applicants shall be offered the opportunity for voter registration at the following times:

1. At the time an application for services is made;
2. At the time an applicant is reassessed for continued services;
3. At the time an applicant requests renewal of Medicaid enrollment; and
4. At the time an applicant requests a change of address.

C. OAAS Events which will Trigger NVRA Requirements

Since renewal of Medicaid enrollment is not a function of OAAS, only the following OAAS events will designate the need for offering voter registration to an applicant:

1. At the time an application for services is made;
2. At the time an applicant is reassessed for continued services; and
3. At the time an applicant requests a change of address

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D. Settings for NVRA Services

The United States District Court, Eastern District of Louisiana, has ruled that the NVRA services must be provided in the following settings:

1. In an office setting when an applicant goes to an office or facility in person;
2. In an applicant's home during an in-home assessment or reassessment;
3. During remote transactions such as telephone and on-line transactions; and
4. Via mail transactions.

VII. *Distribution of Appropriate Forms at Designated Intervals*

All reporting entities shall distribute voter registration declaration (VRD) and mail voter registration application (MVRA) forms at the following designated times:

A. During face-to-face initial application for eligibility

When a face-to-face assessment is completed for an applicant requesting initial eligibility for services, the assessor must provide the applicant with the following voter registration forms as part of the application packet:

1. Voter registration declaration (VRD) form which includes the OAAS Help Line telephone number
2. Mail voter registration application (MVRA) form

B. When initial application for eligibility is mailed to applicant

When an initial application packet is mailed to an applicant, the assessor must inform the applicant that voter registration forms will be sent as part of the application packet. The following forms shall be sent as part of the application packet:

1. Voter registration declaration (VRD) form which includes the OAAS Help Line telephone number
2. Mail voter registration application (MVRA) form

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C. During reassessment of program participant

When a participant is reassessed, the assessor conducting the reassessment must provide the applicant with the following voter registration forms during the reassessment process:

1. Voter registration declaration (VRD) form which includes the OAAS Help Line telephone number
2. Mail voter registration application (MVRA) form

D. When change of address request is received by telephone

When a change of address is received by an assessor (by phone) the following shall be mailed to the applicant or participant:

1. A letter confirming the address change (Click [here](#) for an example letter.)
2. Voter registration declaration (VRD) form which includes the OAAS Help Line telephone number
3. Mail voter registration application (MVRA) form

E. When change of address request is received in person

When an assessor receives a change of address request in person, the following shall be given to the participant:

1. Voter registration declaration (VRD) form which includes the OAAS Help Line telephone number
2. Mail voter registration application (MVRA) form

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F. NVRA Program Requirements

The following chart indicates when and how the reporting entities shall distribute voter registration declaration (VRD) and mail voter registration application (MVRA) forms at the following designated times:

Programs:	Initial			Address Changes		Annual or Other Reassessment	
	Face to Face	Mail	Email	Face to Face	Mail	Face to Face	Mail
SCA (For waivers: ADHC & CCW)				X	X	X	
PSH		X		X	X		
SPAS	X	X		X	X	X	X
LT-PCS				X	X	X	X
SPOE		X					
PACE	X	X		X	X	X	X
Registry					X		
THSCI	X	X		X	X	X	
NFA		X	X				X
OAAS-CAT						X	

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VIII. All Reporting Entities Shall Receive Completed Forms

Each reporting entity shall receive all completed MVRA and VRD forms and process immediately. For each completed MVRA received, the reporting entity shall circle "SS (Disability)" from the selections near the bottom left corner of page 1 as shown here and sign first and last name on the "Received by" line below the selections. This allows the Secretary of State (SOS) to accurately track the types of Registration forms received.

OFFICIAL USE ONLY

Address Change

Name Change

Party Change

Remarks

Circle One: PA MV RG SDA **SS(Disability)**

Received by: _____

IX. Distribution of Completed Forms and Retention of Documents

Agency-specific instructions regarding the distribution and retention of completed VRD and MVRA forms are delineated in each agency's respective appendix.

X. Required Training

To assure proper implementation of the mandated NVRA duties outlined in this manual, reporting entities shall provide adequate training to employees so that they may fulfill the expected functions related to the NVRA.

A. Employees who Must Complete NVRA Training

Reporting entities shall provide adequate NVRA training for all employees (including student workers, volunteers and temporary workers) who have the following functions:

1. Intake functions
2. Reassessment functions
3. Change of address functions

B. Frequency and Required Timeline of Training

To assure that reporting entities adequately capture all NVRA triggering events, the following training frequency and timeline shall be implemented by each reporting entity:

1. New Employees

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All new employees whose functions are listed above shall be trained on NVRA requirements within 30 days of employment.

2. Existing Employees

Existing employees, who have the above responsibilities, must complete this training upon receipt of the instructions contained in this manual, if not already completed.

3. Existing employees, who have the above responsibilities, must complete adequate NVRA training annually.

C. Approved Training Material

To assure consistency of training, reporting entities will use the information contained in this manual as training material.

[OAAS NVRA Information](#)

XI. Reporting Requirements

OAAS has a designated NVRA Office Coordinator who shall, on a quarterly basis, submit to the NVRA Department Coordinator a concise report that documents the following:

1. The total number of applications for service, assistance or admission, recertification, and changes of address relating to such service or assistance received by the department, by program and site
2. The total number of declaration forms received by the department, by program and site
3. The total number of completed mail voter registration applications received by the department and forwarded to the appropriate Registrar of Voters by program and site
4. [Click here for NVRA Quarterly Reporting Form.](#)

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XII. Reporting Entities

OAAS has identified the following reporting entities that are required to capture this information:

1. State Personal Assistance Services (SPAS) Contractors
2. Office of Aging and Adult Services Regional Offices
3. Office of Aging and Adult Services State Office
4. Program of All-Inclusive Care for the Elderly (PACE) Providers
5. Single Point of Entry (SPOE) Contractor
6. Home and Community-Based Services Registry Management Contractor
7. Traumatic Head and Spinal Cord Injury (THSCI) Trust Fund Program Contractor
8. Support Coordination Agencies (ADHC Waiver and CCW Services)
9. Permanent Supportive Housing (PSH) Providers
10. Nursing Facility Admissions (NFA)
11. Office of Aging and Adult Services State Office – Compliance and Audit Team (CAT)

XIII. Required Reporting Timeline

A program representative shall submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

The OAAS NVRA Office Coordinator shall submit the report on behalf of OAAS to the NVRA Department Coordinator for reporting to the Secretary of State.

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XIV. Summary Table of Reporting Requirements with Required Timelines

<i>Reporting Periods</i>	<i>Due Date for Reports to OAAS</i>	<i>What must be reported by designated reporting entities</i>	<i>Date for D H H to submit to Secretary of State</i>
(1 st Quarter) Jan 1 – Mar 31	3 business days after March 31	<p>1. The total number of applications for service, assistance or admission, recertification, and changes of address relating to such service or assistance received by program and site.</p> <p>2. The total number of declaration forms received by program and site.</p> <p>3. The total number of completed mail voter registration applications received by the department and forwarded to the appropriate Registrar of Voters by program and site.</p>	April 15
(2 nd Quarter) April 1 – June 30	3 business days after June 30		July 15
(3 rd Quarter) July 1 – Sept 30	3 business days after Sept 30		October 15
(4 th Quarter) Oct 1 – Dec 31	3 business days after Dec 31		January 15

[Click here for NVRA Quarterly Reporting Form](#)

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XV. Appendices for Agency-Specific Document Distribution and Retention Requirements

General procedures for adherence to the NVRA that are applicable to all reporting entities are noted beginning in Section VI of this manual. Agency-specific instructions relative to reporting requirements and document retention and may be found in the appendices as noted:

- Appendix A: Support Coordination Agencies (ADHC Waiver & CCW Services)
- Appendix B: State Personal Assistance Services (SPAS)
- Appendix C: Long Term-Personal Care Services (LT-PCS) and
Single Point of Entry Contractor (SPOE)
- Appendix D: Office of Aging and Adult Services (OAAS) Regional Offices
- Appendix E: Office of Aging and Adult Services (OAAS) State Office
- Appendix F: Program of All-Inclusive Care for the Elderly (PACE)
- Appendix G: Home and Community Based Services Registry Management Contractor
- Appendix H: Traumatic Head and Spinal Cord Injury (THSCI) Trust Fund Program
- Appendix I: Permanent Supportive Housing (PSH)
- Appendix J: Nursing Facility Admissions (NFA)
- Appendix K: Office of Aging and Adult Services (OAAS) - Compliance and Audit Team
(CAT)

Support Coordination Agencies

**Agency-Specific Procedures for Support Coordination
Agencies (ADHC Waiver and CCW Services)**

In addition to requirements stipulated in the body of this manual, beginning with Section VI (Implementation), the following are requirements of Support Coordination Agencies (SCAs) relative to the National Voter Registration Act (NVRA) of 1993:

A. Distribution of Completed Forms

All completed voter registration forms (VRD and MVRA forms) received by a support coordination agency shall be forwarded to the respective OAAS Regional Office within one business day of receipt of the completed documents.

B. Document Retention

Support Coordination Agencies are not required to retain any completed VRD or MVRA forms.

C. No Reporting Requirements

Support Coordination Agencies are not required to submit any reports relative to NVRA documents.

State Personal Assistance Services (SPAS)

Agency-Specific Procedures for State Personal Assistance Services (SPAS)

In addition to requirements stipulated in the body of this manual, beginning with Section VI (Implementation), the following are requirements State Personal Assistance Services (SPAS) Agency (ARC of Louisiana) relative to the National Voter Registration Act of 1993:

A. Distribution of Completed Forms

All completed mail voter registration application forms (MVRA) received by a SPAS provider shall be forwarded to the respective Registrar of Voters within two business days of receipt.

B. Document Retention

SPAS providers shall retain all completed VRD forms and a copy of all completed MVRA forms. The completed VRD and copies of the MVRA forms may be maintained in either electronic format or in hard copy format based on the following schedule:

- Electronic copies must be maintained for 10 years.
- Hard copies must be maintained for 5 years.

C. Reporting Requirements:

A program representative shall submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Single Point of Entry (SPOE) Contractor

Agency-Specific Procedures for LTPCS/SPOE Contractor

In addition to requirements stipulated in the body of this manual, beginning with Section VI (Implementation), the following are requirements of the Long Term-Personal Care Services (LT-PCS) and Single Point of Entry (SPOE) contractor relative to the National Voter Registration Act of 1993:

A. Distribution of Completed Forms

All completed mail voter registration application (MVRA) forms received by the Long Term-Personal Care Service (LT-PCS) and Single Point of Entry (SPOE) contractor shall be forwarded to the respective Registrar of Voters within two business days of receipt.

B. Document Retention

The LT-PCS / SPOE contractor shall retain all completed VRD forms and a copy of all completed MVRA forms. The completed VRD and copies of the MVRA forms may be maintained in either electronic format or in hard copy format based on the following schedule:

- Electronic copies must be maintained for 10 years.
- Hard copies must be maintained for 5 years.

C. Reporting Requirements:

A program representative shall submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Office of Aging and Adult Services (OAAS) Regional Offices

Agency-Specific Procedures for Office of Aging and Adult Services (OAAS) Regional Offices

In addition to requirements stipulated in the body of this manual, beginning with Section VI (Implementation), the following are requirements of OAAS Regional Offices relative to the National Voter Registration Act of 1993:

A. Receipt of Completed Voter Registration Forms

OAAS Regional Offices are responsible for receiving completed voter registration forms (VRD and MVRA) from support coordination agencies (SCAs) and Nursing Facility Admissions (NFA) relative to the National Voter Registration Act of 1993.

B. Distribution of Completed Forms

Regional offices shall forward the completed mail voter registration application (MVRA) forms to the respective Registrar of Voters within one business day of receipt.

C. Document Retention

A copy of each completed VRD form and copies of each completed MVRA form must be maintained. They shall be maintained in either electronic format or in hard copy format based on the following schedule:

- Electronic copies must be maintained for 10 years.
- Hard copies must be maintained for 5 years.

D. Reporting Requirements:

A program representative shall submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Department of Health & Hospitals Office of Aging & Adult Services
Appendix E

Office of Aging and Adult Services (OAAS) State Office

**Agency-Specific Procedures for Office of Aging and Adult
Services (OAAS) State Office**

In addition to requirements stipulated in the body of this manual, beginning with Section VI (Implementation), the following are requirements of OAAS State Office relative to the National Voter Registration Act of 1993:

A. Distribution of Completed Forms

OAAS State Office shall forward the completed mail voter registration application (MVRA) forms to the respective Registrar of Voters office within two business days of receipt.

B. Document Retention

The OAAS State Office is required to retain all completed VRD forms and a copy of all completed MVRA forms. The completed VRD and copies of the MVRA forms may be maintained in either electronic format or in hard copy format based on the following schedule:

- Electronic copies must be maintained for 10 years.
- Hard copies must be maintained for 5 years.

C. Reporting Requirements:

A program representative shall submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Baton Rouge (BR), Greater New Orleans (GNO) and Lafayette

**Agency-Specific Procedures for Program of All- Inclusive
Care for the Elderly (PACE) – BR, GNO and Lafayette**

In addition to requirements stipulated in the body of this manual, beginning with Section VI (Implementation), the following are requirements of PACE providers relative to the National Voter Registration Act of 1993:

A. Distribution of Completed Forms

All completed mail voter registration application (MVRA) forms received by a PACE provider shall be forwarded to the respective Registrar of Voters within two business days of receipt.

B. Document Retention

PACE providers are required to retain all completed VRD forms and a copy of all completed MVRA forms. The completed VRD and copies of the MVRA forms may be maintained in either electronic format or in hard copy format based on the following schedule:

- Electronic copies must be maintained for 10 years.
- Hard copies must be maintained for 5 years.

C. Reporting Requirements:

A program representative shall submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for required submission dates.

Home and Community Based Registry Contractor

Agency-Specific Procedures for Home and Community-Based Registry Contractor

The role of the Registry Contractor in the implementation of the National Voter Registration Act activates when a change of address (see Section VII. D.) is requested by a participant whose record is maintained in the Home and Community-Based Services Registry.

In addition to requirements stipulated in the body of this manual, beginning with Section VI (Implementation), the following are requirements of the Registry Contractor relative to the National Voter Registration Act of 1993:

A. Distribution of Completed Forms

All completed mail voter registration application (MVRA) forms received by the Registry Contractor shall be forwarded to the respective Registrar of Voters within two business days of receipt.

B. Document Retention

The Registry Contractor shall retain all completed VRD forms and a copy of all completed MVRA forms. The completed VRD and copies of the MVRA forms may be maintained in either electronic format or in hard copy format based on the following schedule:

- Electronic copies must be maintained for 10 years.
- Hard copies must be maintained for 5 years.

C. Reporting Requirements:

A program representative shall submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Traumatic Head and Spinal Cord Injury Trust Fund Program

**Agency-Specific Procedures for Traumatic Head and Spinal
Cord Injury (THSCI) Trust Fund Program**

In addition to requirements stipulated in the body of this manual, beginning with Section VI (Implementation), the following are requirements of Traumatic Head and Spinal Cord Injury Trust Fund (THSCI) Services relative to the National Voter Registration Act of 1993:

A. Distribution of Completed Forms

All completed mail voter registration application forms (MVRA) received by THSCI agencies shall be forwarded to the respective Registrar of Voters within two business days of receipt.

B. Document Retention

THSCI agencies are not required to retain any completed VRD or MVRA forms. However THSCI agencies should forward to the OAAS THSCI Program Manager all completed VRD forms and a copy of all completed MVRA forms. The OAAS THSCI Program Manager shall retain all completed VRD forms and a copy of all completed MVRA forms. The completed VRD and copies of the MVRA forms may be maintained in either electronic format or in hard copy format based on the following schedule:

- Electronic copies must be maintained for 10 years.
- Hard copies must be maintained for 5 years.

C. Reporting Requirements:

A program representative shall submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.

Permanent Supportive Housing (PSH)

Agency-Specific Procedures for Permanent Supportive Housing (PSH) Providers

In addition to requirements stipulated in the body of this manual, beginning with Section VI (Implementation), the following are requirements of Permanent Supportive Housing (PSH) providers relative to the National Voter Registration Act of 1993:

A. Distribution of Completed Forms

All completed mail voter registration application (MVRA) forms received by PSH agencies shall be forwarded to the respective Registrar of Voters within two business days of receipt.

B. Document Retention

PSH providers are required to retain all completed VRD forms and a copy of all completed MVRA forms. The completed VRD and copies of the MVRA forms may be maintained in either electronic format or in hard copy format based on the following schedule:

- Electronic copies must be maintained for 10 years.
- Hard copies must be maintained for 5 years.

C. Reporting Requirements:

A program representative shall submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for required submission dates.

Nursing Facility Admissions (NFA)

**Agency-Specific Procedures for Nursing Facility Admissions
(NFA)**

In addition to requirements stipulated in the body of this manual, beginning with Section VI (Implementation), the following are requirements of nursing facility admissions staff relative to the National Voter Registration Act of 1993:

A. Distribution of Completed Forms

All completed mail voter registration forms (VRD and MVRA forms) shall be forwarded to the respective OAAS Regional Office within one business day of receipt of the completed documents.

B. Document Retention

Nursing Facility Admissions are not required to retain any completed VRD or MVRA forms.

C. Reporting Requirements:

Nursing Facility Admissions staff are not required to submit any reports relative to NVRA documents.

Department of Health & Hospitals Office of Aging & Adult Services
Appendix K

**Office of Aging and Adult Services (OAAS) State Office –
Compliance and Audit Team (CAT)**

**Agency-Specific Procedures for Office of Aging and Adult
Services (OAAS) State Office – Compliance and Audit Team
(CAT)**

**In addition to requirements stipulated in the body of this manual, beginning with
Section VI (Implementation),** the following are requirements of OAAS State
Office-Compliance and Audit Team (CAT) relative to the National Voter Registration Act
of 1993:

D. Distribution of Completed Forms

OAAS State Office-CAT shall forward the completed mail voter registration application (MVRA) forms to the respective Registrar of Voters office within two business days of receipt.

E. Document Retention

The OAAS State Office-CAT is required to retain all completed VRD forms and a copy of all completed MVRA forms. The completed VRD and copies of the MVRA forms may be maintained in either electronic format or in hard copy format based on the following schedule:

- Electronic copies must be maintained for 10 years.
- Hard copies must be maintained for 5 years.

F. Reporting Requirements:

A program representative shall submit the reporting form to the OAAS NVRA Office Coordinator within three (3) business days after the close of the reporting period.

See [Summary Table of Reporting Requirements with Required Timelines](#) for mandatory submission dates.